

County of Los Angeles – Department of Mental Health *Service Area 3*
Quality Improvement/Quality Assurance Committee Meeting

August 21, 2019
9:30 am – 11:30 am

AGENDA

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| 1. Welcome and Introductions | Rosalba Trias-Ruiz |
| 2. Review/approval of the Minutes* | All |

Quality Improvement

- | | |
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| 1. Test calls Procedures/request for
Volunteers** e-mail sent out | Daiya Cunnane/
Rosalba Trias-Ruiz |
| 2. Patient's Rights Office updates
COP reports | Margaret Faye |

Quality Assurance

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| 1. Network Adequacy/Access to Care Updates NACT 2.0 ** <ul style="list-style-type: none">o Network Adequacy Webinar (August 13th)o Contact Howard Washington hWashington@dmh.lacounty.gov | |
| 2. Policy and Procedure Update*
Policy 302.07 and 302.14 | Gassia Ekisian |
| 3. Schedule of Trainings* | |

Other Issues

- | | |
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| 1. Announcements | All |
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*Handouts

** e-mailed

Next Meeting: September 18, 2019 (October Dark month)

Location: Enki, 3208 Rosemead Blvd, 2nd Floor, El Monte, CA 91731

Parking at lower level only

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU
QUALITY IMPROVEMENT DIVISION**

Type of Meeting	Service Area 3 QIC	Date	8/21/2019	
Place	ENKI - 3208 Rosemead Blvd., 2nd Floor, El Monte, CA 91731.	Start Time:	9:30 am	
Chairperson Co-Chairs	Dr. Rosalba Trias-Ruiz Mrs. Gassia Ekizian Dr. Margaret Faye	End Time:	11:30 am	
Members Present	<i>Cynthia Concepcion</i>	<i>Almansor MH</i>	<i>Patricia Esparza</i>	<i>Healthright 360 Prototypes</i>
	<i>David Palmer</i>	<i>Boy's Republic</i>	<i>Janet Yang</i>	<i>Heritage Clinic</i>
	<i>Mark Rodriguez</i>	<i>Bridges</i>	<i>Erica Wirtz</i>	<i>Hillsides</i>
	<i>Elizabeth Boerkoel</i>	<i>Center for Integrated Family and Health Services</i>	<i>Samantha Ponce</i>	<i>Homes for Life Foundation</i>
	<i>Leslie Shrager</i>	<i>Children's Bureau of So. Cal</i>	<i>Lisa Rueda</i>	<i>Maryvale</i>
	<i>Rebecca Schaal</i>	<i>David and Margaret</i>	<i>Sally Corona</i>	<i>McKinley Children's Center</i>
	<i>Renee Lee</i>	<i>DMH</i>	<i>Erica Villapando</i>	<i>PUSD</i>
	<i>Daiya Cunnane</i>	<i>DMH</i>	<i>Ivette Sanchez</i>	<i>SPIRITT Family Services</i>
	<i>Robin Washington</i>	<i>DMH</i>	<i>Stephanie Canales</i>	<i>Starview</i>
	<i>Rosalba Trias-Ruiz</i>	<i>DMH</i>	<i>Vicky Rivera</i>	<i>Starview</i>
	<i>Zerri Gross</i>	<i>D'Veal Corporation</i>	<i>Keri Zehm</i>	<i>Tri-City MH</i>
	<i>Bertha Berumen</i>	<i>East San Gabriel Valley MHC</i>	<i>Rocio Bedoy</i>	<i>Tri-City MH</i>
	<i>Marina Barrios</i>	<i>East San Gabriel Valley MHC</i>		
	<i>Windy Luna-Perez</i>	<i>Etti Lee Homes</i>	<i>Joe Bologn</i>	<i>Trinity</i>
	<i>Tiffani Tran</i>	<i>Five Acres</i>	<i>Lynette Gonzalez</i>	<i>Trinity</i>
	<i>Cheri Noone</i>	<i>Five Acres</i>	<i>Frank Sabado</i>	<i>Trinity</i>
	<i>Margaret Faye</i>	<i>Hathaway Sycamores</i>	<i>Renzo Roel</i>	<i>Victor Treatment</i>
	<i>Nicole Unrein</i>	<i>Healthright 360 Prototypes</i>		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
Call to Order & Introductions	The meeting was called to order and followed with self-introductions.		
Review of Minutes	Motion to approve the minutes by Lisa Rueda and seconded by Janet Yang.	Please see handout.	
Test Call Procedures/ Request for Volunteers	Service Area 3 is responsible for the August calls. Test calls guidelines/instructions form was reviewed. Volunteers signed up for specific calls.	Email has been sent out. Please see handouts. Calls need to be completed in the month of August.	Volunteers to complete calls and send form to Dr. Trias-Ruiz by the first week in September.
Patient's Rights Office Updates/COP reports	A report for submission status of Change of Provider form will be available soon.	Continue to submit COP forms as usual for now.	
Network Adequacy/Access to Care	The webinars are very important to attend. There is NACT 2.0 webinar on August. If you need a report ran for your agency contact Howard Washington. October will be the next date for the upload.	Email has been sent out.	Continue to update information as needed.
Policy and Procedure Update: Policy 302.07 and 302.14	Policies pertaining to Access to Care were reviewed. Follow ups pertaining to No Show and Cancellations were reviewed for New request and ongoing appointments.	Please see handout.	Agencies to continue to track via SRL, access to care and response time.
Schedule of Trainings	Trainings were separated by DO only and Provider/DO	Please see handouts.	
CANS	Looking into whether CANS needs to be completed for those who do not meet medical necessity.		Robin to follow up with QA CW.
Handouts	<ol style="list-style-type: none"> 1. Agenda 2. Meeting Minutes: July 17, 2019 3. Test Calls Guidelines/Instructions 4. Test Call Survey Form – CY 2019 		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
	5. Policy/Procedure Update 8/12/19 302.07 and 302.14 6. Documentation Training Schedule 8/12/19 7. IBHIS Documentation Trainings		
Next Meeting	Next Meeting is September 18, 2019 (9:30 a.m. – 11:30 a.m.) at ENKI, 3208 Rosemead Blvd., 2 nd Floor, El Monte, CA 91731.		

Respectfully Submitted, Dr. Keri Zehm, Tri-City Mental Health